

Agency Overview

Mission: The Idaho Department of Health and Welfare (IDHW) actively promotes and protects the social, economic, mental and physical health, as well as the safety, of all Idahoans.

Role in the Community: IDHW's primary role in the community is to provide services and oversight to promote healthy people, safe children, and stable families. The Department does this through several core functions that include:

- Administer state and federal public assistance (Food Stamps) and health insurance (Medicaid) programs;
- Provide direct care services for certain disadvantaged or underserved populations;
- Protect children and vulnerable adults;
- License or certify specific types of care facilities;
- Promote healthy lifestyles;
- Identify and reduce public health risks.

Leadership: The Department of Health and Welfare serves under the leadership of Idaho Governor Dirk Kempthorne. IDHW's Director, Karl Kurtz, oversees all Department operations and is advised by a seven-member State Board of Health and Welfare, appointed by the Governor.

The Director appoints Deputy Directors to assist in managing the Department's business. A deputy is responsible for oversight and coordination of one of the following three areas: Department Operations; Financial Management; and Legislative Relations and Community Development.

Organization: Idaho is a leader in the area of integrated service delivery for health and human services. In some states, the organization of health and human services is divided into a number of departments with separate administrations. Idaho is fortunate to have these services under one umbrella and a single administration. This is not only cost-effective from an administration standpoint, but it allows the Department to more effectively coordinate services for struggling families so they can become self-reliant, without government support. Many states are currently studying or adopting an umbrella structure similar to Idaho's health and human services system.

The Department is comprised of seven Divisions: Medicaid, Family and Community Services, Welfare, Health, Management Services, Human Resources, and Information and Technology Services. Each Division is composed of individual programs or bureaus that provide services to help people in local communities. As an example, the Division of Family and Community Services provides direct services for child protection, and partners with community providers or agencies to help people with developmental disabilities.

There are seven Regional Offices in the state with headquarters in Boise, Caldwell, Lewiston, Coeur d'Alene, Twin Falls, Pocatello, and Idaho Falls. IDHW has 34 field offices geographically located to reach each area of the state, three state hospitals, and 3,021 FTP employees.

Each of the seven Regional Offices has a Regional Director that helps carry out the mission of the Department. They work with community leaders and groups to develop partnerships and community resources so the Department can serve more people than it could by itself. The Regional Directors also serve as the Director's community representatives.

Community Financial Impact: In State Fiscal Year 2006, it is projected that Eighty-three percent or \$1.3 billion of the Department's appropriations will be spent on benefits to Idaho residents. By investing this money in health and social services to help vulnerable people, state lawmakers support many critical businesses and health infrastructure of Idaho communities. Money from Health and Welfare's appropriations supports hospitals, grocery stores, and child care providers. This financial impact ultimately creates jobs and strengthens businesses in each community.

Across the state, rural communities frequently receive the greatest share of this financial impact. This is because more rural households have incomes below the poverty level. Across the state, there are 52,717 households living in poverty, more than 11 percent of all Idaho households.

This investment in health and human services not only benefits vulnerable people receiving help, it impacts all Idaho residents. Idaho taxpayer dollars spent in a community often stay in each community, recycling through local economies to create jobs and an infrastructure that supports healthy and safe Idaho communities.

DIVISIONS

The Department is organized into seven Divisions. Each Division contains programs and bureaus that provide an administrative structure for the delivery of services and accountability.

1. Division of Medicaid

A. Overview

The Division of Medicaid Administers a comprehensive medical coverage program for children from low-income families, pregnant women, people with disabilities, and the elderly. Covered services include hospitalization, physician services, prescription drugs, and nursing home care.

The Division collaborates with community partners to make this process work and save resources. The Division of Welfare determines the eligibility of those applying for Medicaid benefits. Age, pregnancy, and disability are factors considered in determining risk and eligibility based on state and federal requirements. The Division does not provide direct medical services, but contracts and pays for services through providers.

Coverage is provided through regular Medicaid (Title 19) and CHIP (Title 21). Medicaid also licenses and inspects health facilities like nursing homes, hospitals, and residential and assisted living facilities.

B. Highlights

The 2003 Legislature directed the Division to implement a program to help support health insurance among small businesses. The Division implemented the Access to Health Insurance program in July 2005. Under this program, the Medicaid Division approved premium assistance to low-income employees and their families who work for qualifying businesses. Online enrollment for this program began May 16, 2005. Actual payments to insurance carriers began in July 2005.

It is anticipated that this program will enable 1,000 Idaho citizens, who previously did not have commercial health insurance, to become eligible to access private insurance coverage. Feedback from business owners, insurance companies, and legislators has been very positive.

Another highlight during 2005 was the revision of statutes governing assisted living facilities. The Division partnered with industry providers, advocates, residents, and stakeholders to rewrite the statutes, which passed the 2005 Legislature by an overwhelming margin. Key objectives included:

- Improve health outcomes for residents in assisted living;
- Ensure shared vision among all stakeholders;
- Clarify expectations and requirements;
- Partner with providers to deliver educational interventions, technical assistance, best practices; and
- Streamline the survey process to focus on quality care.

2. Division of Family and Community Services

A. Overview

The Division of Family and Community Services directs many of the Department's social and behavioral health programs. These include child protection, adoptions, foster care, children and adult mental health, developmental disabilities, screening and early intervention for infants and toddlers, and substance abuse prevention and treatment.

The programs work together to provide services for children and families that focus on the entire family, building on family strengths while supporting and empowering families.

The three state hospitals also are part of this Division. State Hospital South in Blackfoot provides treatment services for adults and adolescents with serious mental illness. In Orofino, State Hospital North also serves adults with serious mental illness. Idaho State School and Hospital in Nampa provides residential care for people with developmental disabilities who are experiencing severe behavioral or significant medical complications.

B. Highlight

Idaho continues to see growth in the number of children placed in foster care. A significant driving force behind this is the use of methamphetamine by parents. Other challenges include significant growth in the number of individuals seeking mental health services in both the Division's children and adult programs; extended waits for hospital beds at the two psychiatric hospitals; and double-digit growth in the number of infants served in the Infant and Toddler program.

3. Division of Welfare (Self Reliance)

A. Overview

The Division of Welfare administers Self-Reliance programs serving low-income individuals and families. Field-based personnel, located in offices around the state, process applications for services that help families in crisis situations; those services also assist families in becoming more self-reliant.

The Division manages programs providing critical aid to families such as Child Support, Food Stamps, Child Care, Temporary Assistance for Needy Families (TANF), and Aid to the Aged, Blind, and Disabled (AABD), while requiring participants to strive for employment and self reliance. The Division *does not* manage the Medicaid Program but does determine Medicaid eligibility. Other programs managed through contracts with local organizations include Food Commodities, Energy Assistance, Telephone Assistance, and Weatherization Assistance. The Division of Welfare is committed to promoting stable, healthy families through both access to and services provided by the programs.

B. Highlights

The record-setting caseload and application growth of SFY 2004 and 2005 have slowed. But the Division still has record numbers of cases and applications in all areas and continues to struggle to meet performance goals. The Division received 50 new positions in the 2005 legislative session with staggered hire dates through SFY 2005 and 2006. Through training and on-the-job experience, new staff can soon contribute to improving performance and customer service.

4. Division of Health

A. Overview

The Division of Health provides services ranging from immunizations to testing for communicable diseases and regulating food safety, to emergency medical services. The Division's programs and services actively promote healthily lifestyles and prevention activities, while monitoring and intervening in disease transmission and health risks as a safeguard for Idaho citizens.

The Division contracts with District Health Departments to provide many services throughout the state. Immunizations, epidemiology, prevention of sexually transmitted diseases, food protection, and oral health are examples of programs coordinated between state and local public health departments.

The Division includes the bureaus of Clinical and Preventive Services, Community and Environmental Health, Emergency Medical Services, Health Policy and Vital Statistics, Laboratories, Epidemiology and Food Protection, and Rural Health and Primary Care.

B. Highlights

During the past year, the Division of Health focused on five main initiatives:

- Affecting improvements in access to Idaho's health care system by working with legislators, insurers, physicians, and the affected public in improving access to care for children with special health needs, cystic fibrosis patients, and newborns receiving metabolic screening and follow-up;
- Improving the quality of health care delivered in the state. For example, the Division is working with health care providers to more effectively manage vaccine provided by the state, and is evaluating steps to improve the quality of care delivered by Critical Access Hospitals;

- Improving the capacity of the health system to respond efficiently and effectively to outbreaks of disease or disaster;
- Initiating new health promotion efforts focused on physical activity and nutrition to reduce the impact of chronic diseases;
- Developing standards for clean-up of residences contaminated by clandestine drug production.

5. Division of Human Resources

The Division provides Human Resources support for the Department. Specific services include: Recruitment and Retention, Workforce and Staff Development, Compensation and Classification, Employee Relations, Employee and Client Civil Rights/Affirmative Action/Equal Employment Opportunity, Privacy and Confidentiality, Language Assistance Program, Human Resource Systems and Compensation, and Employee Benefits.

While the Division of Human Resources had much success in supporting the Department's business, three issues stand out:

- Defined and implemented a compensation program to recruit and retain qualified staff with the assistance of the service delivery divisions;
- Obtained and began to implement a learning content management system to support and sustain staff training throughout Department;
- Partnered with the Hay Group to analyze management effectiveness and organizational structure. The Department will evaluate the recommendations and implement changes.

6. Information and Technology Services Division

A. Overview

The Information and Technology Services Division (ITSD) provides leadership, direction, and services in the use of information technology to support the Department's public mission to promote the social, economic, mental, and physical health of all Idahoans. For example, it is responsible for:

- Securing Department information technology resources to meet all state, federal, and local rules and policies to maintain client confidentiality and protect sensitive information;
- Maintaining all Department information technology resources, ensuring availability, backup, and disaster recovery for all systems;
- Overseeing development, maintenance, and enhancement of application systems and programs for all computer, network, and data communication services.

To better meet the Department's growing and evolving needs, ITSD has embarked on a three primary new projects:

- Reorganize ITSD organizational structure to minimize duplication of effort and resources within the organization, while allowing more flexible responses to new program needs;
- Work with other divisions to evaluate business systems to determine an appropriate life cycle for replacement as they become too costly to update and maintain. The eligibility systems are the first slated for modernization;
- Develop a framework for developing new IT systems to minimize duplication of efforts and training, while maximizing technology investment.

7. Division of Management Services

The Division of Management Services provides important administrative support for the Department's delivery divisions. Centralized office services include budgeting, cash flow management, fixed asset tracking, management of physical plant projects, general ledger accounting and reconciliation, financial reporting, internal audit, surveillance utilization reviews, accounts receivable and receipting, accounts payable, and payroll services.

Management Services also provides services that are located in regional field offices, as well as in the central office include administrative support, electronic benefits services, fraud investigation services, institutional

accounting services, contract preparation, contract review and monitoring, criminal history and background verifications, motor pool control and maintenance, and purchasing services.

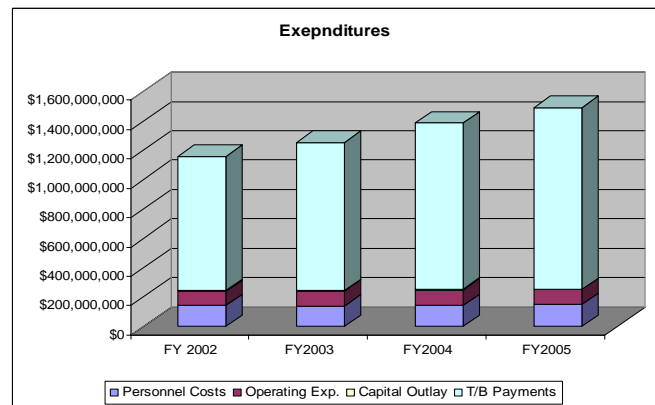
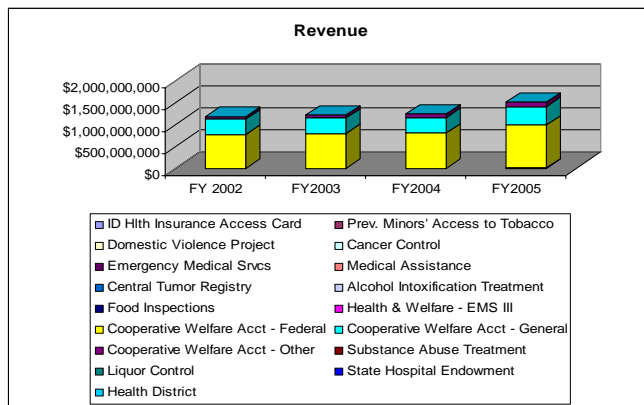
STATUTORY RESPONSIBILITIES

Specific statutory responsibilities of the Department are outlined in Idaho Code:

Title and Chapter	Heading
Title 7, Chapters 10, 11 and 12	Child Support
Title 16, Chapter 1	Interagency Coordination Council
Title 16, Chapter 15	Adoption of Children
Title 16, Chapter 16	Child Protective Act
Title 16, Chapter 20	Termination of Parent and Child Relationship
Title 16, Chapter 20	Children's Mental Health Services
Title 18, Chapter 2	Persons Liable, Principals and Accessories (Fitness to Proceed)
Title 18, Chapter 6	Abortion and Contraceptive
Title 32, Chapter 12	Child Support
Title 37, Chapter 1	Food, Drugs and Cosmetics
Title 39, Chapter 2	Vital Statistics
Title 39, Chapter 3	Substance Abuse
Title 39, Chapter 6	Venereal Diseases
Title 39, Chapter 9	Prevention of Blindness and PKU
Title 39, Chapter 10	Syphilis Prevention
Title 39, Chapter 11	Day Care License
Title 39, Chapter 12	Child Care Licensing Reform Act
Title 39, Chapter 13	Hospital Licenses and Inspection
Title 39, Chapter 15	Biological Products
Title 39, Chapter 16	Food Establishment Act
Title 39, Chapter 24	Home Health Agencies
Title 39, Chapter 31	Regional Mental Health Services Act
Title 39, Chapter 33	Board and Care Act
Title 39, Chapter 35	Residential Care for the Elderly
Title 39, Chapter 37	Blood, Organ and Tissue Donations
Title 39, Chapter 39	Sterilization
Title 39, Chapter 43	Medical Consent
Title 39, Chapter 46	Idaho Developmental Disabilities and Facilities Act
Title 39, Chapter 48	Immunization Act
Title 39, Chapter 51	In-Home Financial Assistance
Title 39, Chapter 54	Artificial Insemination
Title 39, Chapter 55	Indoor Smoking
Title 39, Chapter 56	Personal Care Services
Title 39, Chapter 57	Prevention of Minors' Access to Tobacco
Title 39, Chapter 59	Rural Health Care Access Fund
Title 39, Chapter 75	Interstate Compact on Adoption and Medical Assistance
Title 39, Chapter 77	Registration of Free Medical Clinics
Title 56, Chapter 1	Payment for Skilled and Intermediate Services
Title 56, Chapter 2	Public Assistance
Title 56, Chapter 8	Hard-To-Place Children
Title 56, Chapter 9	Telecommunications Service Assistance
Title 56, Chapter 10	Department of Health and Welfare
Title 57, Chapter 17	Central Cancer Registry Fund
Title 66, Chapter 1	State Hospitals
Title 66, Chapter 3	Hospitalization of the Mentally Ill
Title 67, Chapter 65	Local Land Use Planning Act

Revenue and Expenditures

Revenue	FY 2002	FY 2003	FY 2004	FY 2005
ID Health Ins. Access Card	\$0	\$0	\$0	\$1,650,300
Prev. Minors' Access to Tobacco	\$71,400	\$71,400	\$71,500	\$71,500
Domestic Violence Project	\$393,800	\$394,300	\$397,000	\$568,300
Cancer Control	\$401,600	\$401,600	\$401,700	\$401,700
Emergency Medical Services	\$1,860,400	\$1,860,400	\$1,875,200	\$2,086,500
Medical Assistance	\$2,500	\$2,500	\$2,500	\$2,500
Central Cancer Registry	\$178,800	\$182,700	\$182,700	\$182,700
Alcohol Intox. Treatment	\$2,424,200	\$2,424,200	\$2,306,300	\$2,306,300
Food Inspections	\$413,800	\$413,800	\$565,400	\$638,000
Health & Welfare - EMS III	\$1,205,400	\$1,205,400	\$1,205,400	\$1,205,400
Cooperative Welfare Acct – Federal	\$768,036,800	\$786,326,100	\$795,055,300	\$976,013,300
Cooperative Welfare Acct - General	\$347,886,800	\$353,208,200	\$360,810,800	\$425,024,200
Cooperative Welfare Acct - Other	\$52,437,800	\$64,956,900	\$74,235,300	\$99,559,300
Substance Abuse Treatment	\$8,800	\$8,800	\$8,800	\$8,800
Liquor Control	\$639,200	\$639,200	\$671,600	\$650,000
State Hospital Endowment	\$3,233,700	\$2,990,300	\$2,580,100	\$2,605,100
Millenium Fund	\$1,100,000	\$700,000	\$500,000	\$500,000
Total	\$1,180,298,500	\$1,215,789,300	\$1,240,873,100	\$1,513,477,400
Expenditure	FY 2002	FY 2003	FY 2004	FY 2005
Personnel Costs	\$145,321,500	\$140,021,400	\$142,768,200	\$151,261,700
Operating Expenditures	\$95,390,300	\$101,985,400	\$106,700,400	\$99,023,800
Capital Outlay	\$3,110,900	\$2,599,800	\$6,292,400	\$3,308,100
Trustee/Benefit Payments	\$916,358,400	\$1,010,962,800	\$1,133,564,100	\$1,239,319,200
Total	\$1,160,181,100	\$1,255,569,400	\$1,389,325,100	\$1,492,912,800



Note: Some revenue and expenditures do not show up on the graphs due to their small percentage relative to the other financial figures.

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2002	FY 2003	FY 2004	FY 2005
DIVISION OF MEDICAID				
<u>Medicaid</u>				
• Total Medicaid Expenditures (w/.Admin)	\$805,060,200	\$899,153,800	\$1,005,855,200	\$1,110,116,100
• Medicaid T&B Expenditures Only	\$776,589,600	\$869,558,800	\$969,307,200	\$1,071,948,900
% Spent as payments to providers	96.46%	96.71%	96.37%	96.56%
• Total Average Medicaid enrollees per month (As reported in IDHW's "Facts, Figures, Trends.")	141,954	152,679	162,585	170,512
• Total Average Medicaid enrollees per month (Adjusted to include retroactive enrollees) ¹	147,698	158,600	169,395	179,151
• Avg. Low Income Children (0-20 yrs)	97,836	105,872	113,013	120,108
• Avg. Monthly Eligible Low Income Adults	16,342	17,511	19,365	20,355
• Avg. Monthly Eligible Special Needs Children (0-20 yrs)	5,483	5,869	6,284	6,793
• Avg. Monthly Eligible Special Needs Adults	16,151	17,284	18,401	19,082
• Avg. Monthly Eligible Elders (65+ yrs)	11,886	12,064	12,332	12,813
DIVISION OF FAMILY & COMMUNITY SERVICES				
<u>Idaho Careline/211</u>				
• Total # of call received by the Idaho Careline/211	38,213	35,701	83,726	130,902
<u>Child Protection, Prevention, Foster Care, Adoptions</u>				
• Total Child Protection and Prevention Referrals	16,572	16,073	17,622	18,598
• # of children placed in foster care.	2,260	2,382	2,904	3,197
• Adoptions finalized ²	92	118	161	150
• # of children receiving monthly adoption assistance	693	805	905	989
<u>Children's Mental Health Services</u>				
• Total mental health services provided to children.	17,186	19,300	24,231	28,608
• Total support services provided to children and families (respite care, therapeutic foster care, etc)	341	414	558	594
<u>Adult Mental Health Services</u>				
• Total mental health services provided to adults	12,225	14,032	18,270	19,573
<u>Substance Abuse Services</u>				
• Total adult and adolescent substance abuse clients served	7,747	6,461	9,160	7,996
<u>Developmental Disabilities Services</u>				

¹ Two figures for "Total Average Medicaid Enrollees Per Month" are reported. The first figure is the one reported in IDHW's annual data report, "Facts, Figures, Trends." The second figure is reported since the account is reconciled to include retroactive enrollees.

² Data collected by Federal Fiscal Year. The figure for FFY 2005 of 150 is not complete as of 10/26/05. The number may go up a little.

• Individuals Served in the Infant Toddler Program	2,424	2,481	2,744	3,195
• Service Coordination for Children from birth to 21 years	3,090	3,554	4,055	4,573
• Intensive Behavior Intervention for children	72	193	329	492
<u>State Hospital South</u>				
• Number of census days	41,788	41,704	39,334	39,301
• Daily occupancy rate	88.8%	88.2%	82.9%	84.1%
• Number of admissions	365	402	369	405
• Cost per patient day	\$408	\$396	\$427	\$438
<u>State Hospital North</u>				
• Number of census days	17,468	17,152	16,446	16,285
• Daily occupancy rate	94%	94%	88%	89%
• Number of admissions	241	239	228	192
• Cost per patient day	\$358	\$326	\$355	\$380
<u>Idaho State School and Hospital</u>				
• Total clients served	106	123	116	104
◦ Dangerous/Aggressive	56	67	60	62
◦ Developmentally Disabled	34	35	34	30
◦ Developmentally Disabled and Medically Fragile	16	21	22	12
• Cost per patient day	\$545	\$538	\$572	\$615
DIVISION OF WELFARE/ SELF-RELIANCE				
<u>Applications</u>				
• Temporary Assistance for Families in Idaho (TAFI) applications processed	15,859	20,326	22,735	21,371
• Aid to the Aged Blind and Disabled (AABD) applications processed	6,564	6,326	7,275	7,197
• Medicaid applications processed (excluding nursing home)	57,835	58,516	64,475	70,163
• Nursing home applications processed	2,465	2,364	2,127	2,182
• Child care applications processed	19,470	19,551	19,885	15,278
• Food Stamps applications processed	52,139	54,750	64,573	67,346
• Total applications processed	154,332	161,833	181,070	183,537
<u>Self-Reliance Benefit Programs</u>				
• TAFI cash assistance avg. monthly participants	2,306	2,902	3,361	3,304
• TAFI annual benefits provided	\$5,297,627	\$6,468,422	\$7,215,308	\$7,270,831
• AABD cash assistance avg. monthly participants	10,942	11,224	11,768	12,348
• AABD annual benefits provided	\$8,237,614	\$7,578,396	\$7,794,156	\$8,140,954
• Food Stamps avg. monthly participants	67,235	78,336	89,904	93,196
• Food Stamps annual benefits provided	\$58,861,535	\$72,772,823	\$88,628,144	\$101,379,520
• Child Care avg. monthly participants	10,086	9,718	9,413	9,824
• Child Care annual benefits provided	\$27,751,427	\$28,942,454	\$29,489,689	\$31,737,321
<u>Self-Reliance-Child Support Services³</u>				
• Paternity established	8,598	5,562	5,562	5,625
• Support orders established	3,800	4,238	5,115	5,194

³ Data collected by Federal Fiscal Year.

• Child support caseload	93,554	102,815	111,283	119,922
• Total child support dollars collected ⁴	\$142,184,494	\$147,570,700	\$155,249,554	\$163,834,483
◦ Collections through wage withholding	\$55,684,471	\$60,094,016	65,612,126	\$69,619,593
<u>Community Services Block Grant</u>				
• Grant amount	\$3,124,837	\$3,309,800	\$3,210,533	\$3,191,441
• Total Served Quarterly	19,200	22,966	24,416	35,015
DIVISION OF HEALTH				
<u>Vaccines</u> ⁵				
• Children's vaccines administered ⁶	501,148	500,545	469,952	440,971
• Immunization Rates (19-35 Months)	75.0%	73.9%	82.5%	82.8%
• Immunization Rates (School Age Children)	95.3%	95.2%	94.5%	93.5%
• Total number of childhood vaccine preventable diseases (HIB, Measles, Mumps, Whooping Cough, Rubella) ⁷	174	157	83	70
<u>WIC</u>				
• Women, Infants and Children (WIC) served monthly	33,333	34,341	35,756	37,737
• (WIC) Average Monthly Voucher Value	42	41	45	46
<u>Women's Health Check</u>				
• Women's Health Check (Women Screened)	2,232	2,487	3,067	3,364
• Women's Health Check (Breast Cancer Diagnosed)	24	44	46	47
• Women's Health Check (Cervical Cancer Diagnosed)	1	0	3	1
<u>Bloodborne Diseases</u> ⁸				
• New HIV Reports	22	26	23	22
• New AIDS Reports	17	24	20	16
• Idahoans living with HIV/AIDS	699	732	772	805
• Acute Hepatitis B	11	7	8	14
• Acute Hepatitis C	2	1	1	1
• Total New Bloodborne Diseases	52	58	52	53
<u>EMS</u>				
• Total EMS Personnel Certifications	708	767	796	655
• Total EMS Personnel Recertification	1,190	2,111	2,028	1,548
• EMS grant requests for vehicles and care equipment	\$4,300,000	\$3,700,000	\$3,200,000	\$3,700,000
• EMS grants for vehicles and care equipment	\$1,100,000	\$700,000	\$1,200,000	\$1,100,000
INDIRECT SERVICES				
<u>Management Services</u>				

⁴ Data collected by Federal Fiscal Year.

⁵ Data collected by Calendar Year (Calendar Years 2001, 2002, 2003, 2004)

⁶ The number of vaccinations administered is declining because many new vaccines are combination vaccines; they contain several vaccines in one shot. This is good trend because

⁷ Almost all vaccine-preventable diseases are outbreaks of pertussis (whooping cough).

⁸ Data by Calendar Year (Calendar Years 2001, 2002, 2003, 2004)

•Criminal History Background Checks	13,321	14,725	15,467	16,261
•Medicaid fraud collections and penalties	\$1,801,959	\$712,737	\$955,000	\$1,201,483
Electronic Payment System/Quest Card				
•Food Stamp and cash assistance payments	\$73,000,000	\$85,000,000	\$103,000,000	\$117,000,000
•Child Support electronic payments	\$120,000,000	\$126,000,000	\$134,000,000	\$139,000,000

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